



New Hampshire Community Mental Health Agreement Quarterly Data Report

April – June 2021

New Hampshire Department of Health and Human Services
Bureau of Quality Assurance and Improvement

December 8, 2021

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

Community Mental Health Agreement Quarterly Data Report

New Hampshire Department of Health and Human Services

Publication Date: *December 8, 2021*

Reporting Period: 04/1/21 – 06/30/2021

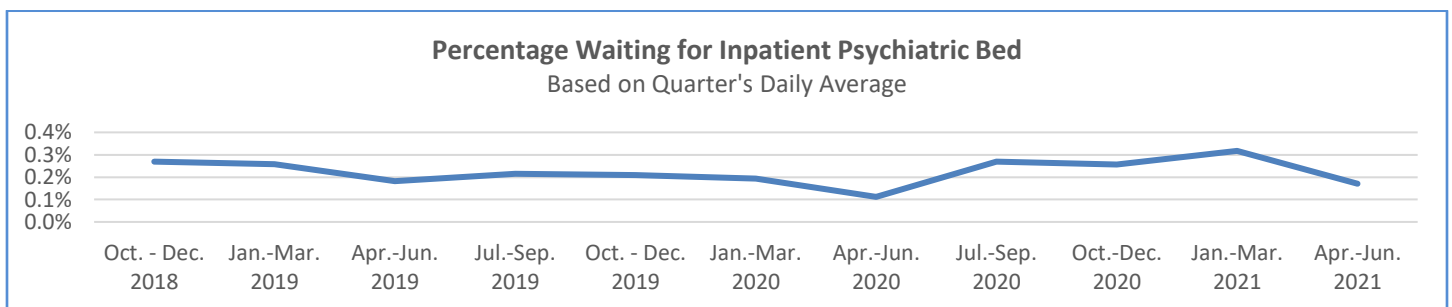
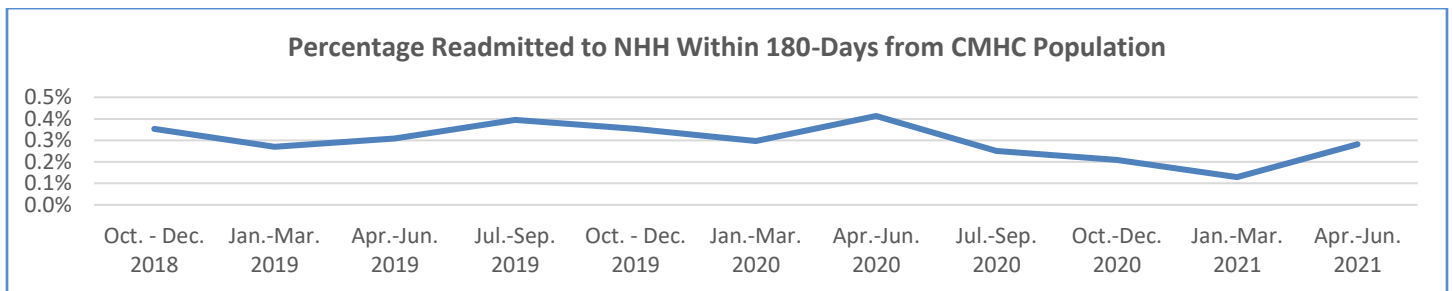
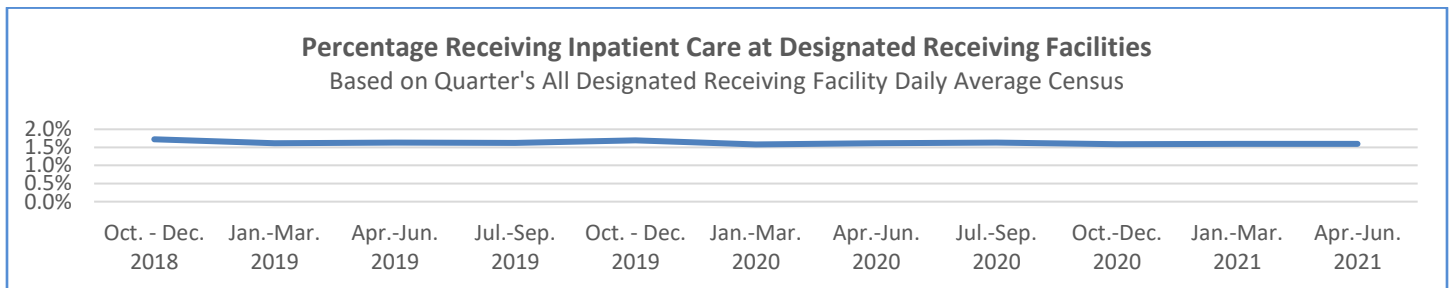
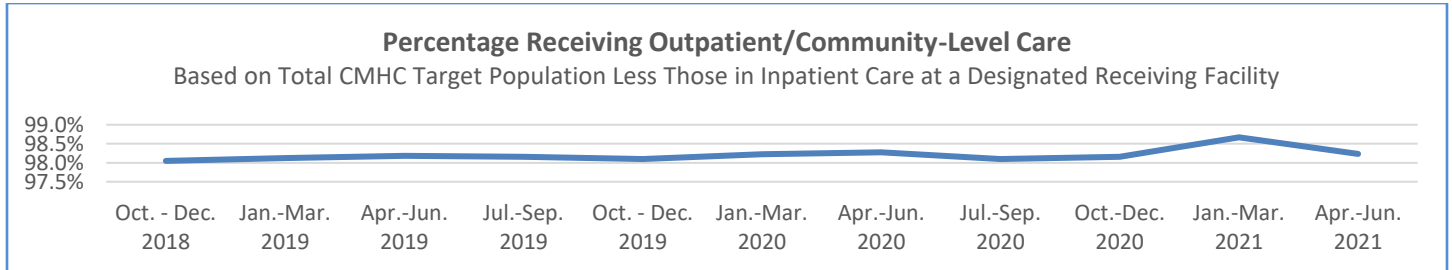
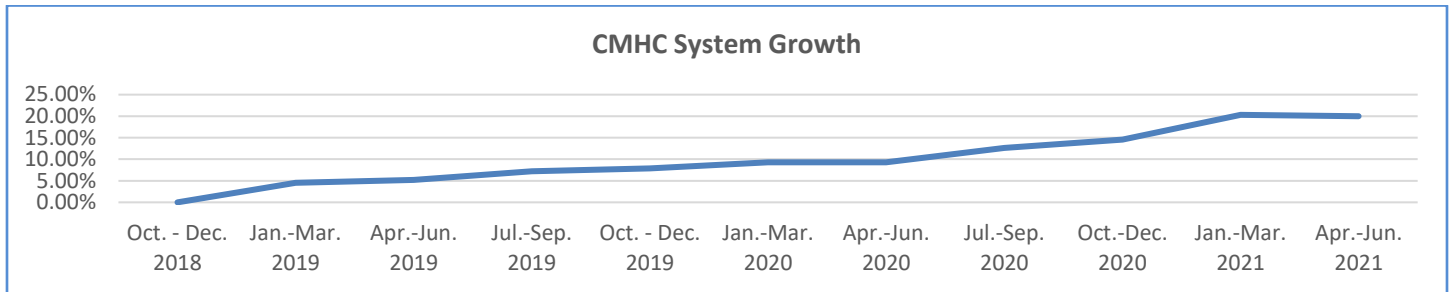
Notes for Quarter

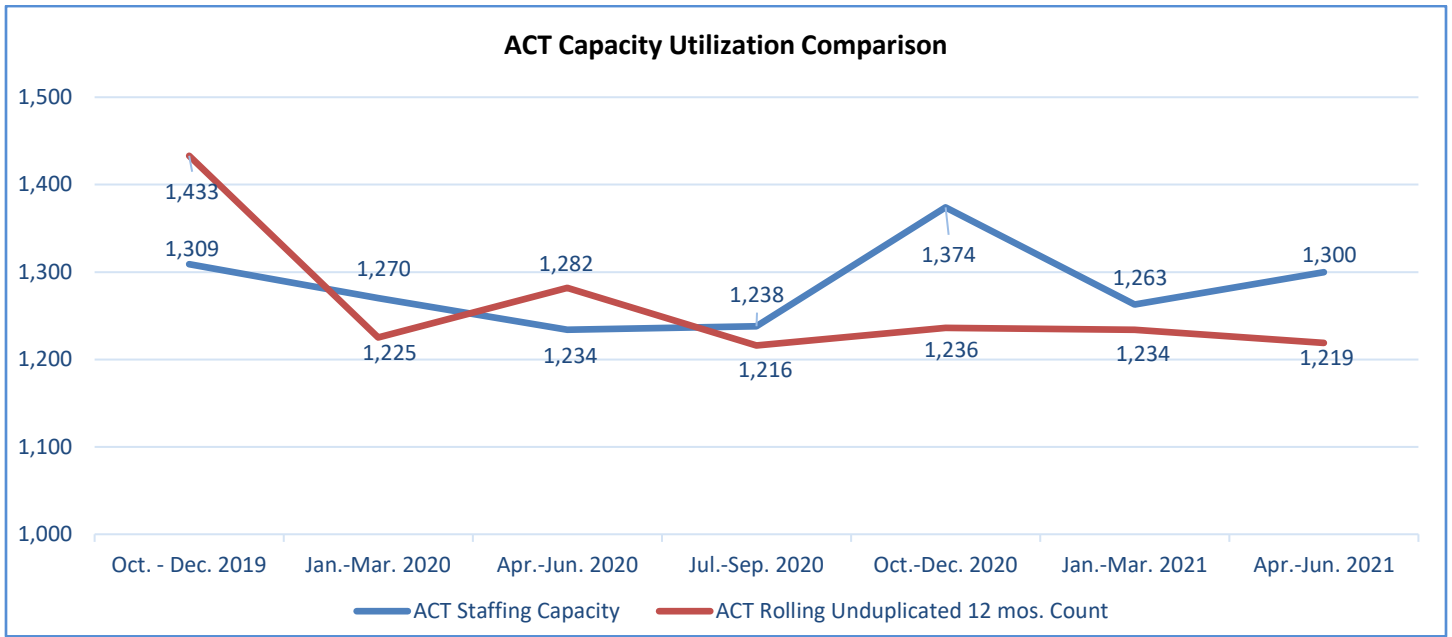
- Trends: This section provides data trends for key CMHA topics, such as the degree to which the target population is able to access services in the least restrictive setting possible (e.g., community-based vs. hospital based).
- On March 13, 2020, Governor Christopher T. Sununu issued Executive Order 2020-04, declaring a State of Emergency due to the Novel Coronavirus (COVID-19). The 2020-04 Order was continually extended and remained in effect in the covered reporting period, terminating in May. Service provision during the reporting period continued to be impacted by the emergency.
- Table 5 series, Designated Receiving Facilities. Parkland has begun submitting data regarding voluntary admissions this quarter. In the past, they were only submitting involuntary admissions. All tables in this series are impacted by the change.
- Table 7. NH Mental Health Client Peer Support Agencies: Census Summary – Peer Support Agencies were open with limited on-site capacity due to COVID-19. The Average Daily Visits reported includes the number of individuals participating in groups online and on-site.
- Tables 8-10 are redesigned tables for Supported Housing programs, services and outcomes. These tables replace the tables 8-10 in prior reports, which addressed Supported Housing programs and services. The tables now include data reorganized to better reflect the degree to which CMHA Supported Housing requirements are met.
- Tables 11a-c. Mobile Crisis Services and Supports for Adults – Several data elements reported as zero (0), or otherwise lower than normal volume, reflect the direct or indirect impact of the COVID-19 pandemic, such as lack of crisis apartment use due to distancing and quarantine protocols.
- Table 11c. Mobile Crisis Services and Supports for Adults – Greater Nashua Mental Health / Harbor Care. The provision of mobile crisis services in Region VI transitioned to Greater Nashua Mental Health (GNMH) on November 1, 2021, however, data reporting is not yet available. The transition of the program includes a phased implementation approach. Mobile Crisis Team services are being provided. Region VI data, for inclusion in the CMHA Quarterly Data Report, is expected to begin for the reporting period of July – September 2021.

Acronyms Used in this Report

ACT:	Assertive Community Treatment	HUD:	US Dept. of Housing and Urban Development
BMHS:	Bureau of Mental Health Services	MCT:	Mobile Crisis Team
BQAI:	Bureau of Quality Assurance and Improvement	NHH:	New Hampshire Hospital
CMHA:	Community Mental Health Agreement	NHHFA:	New Hampshire Housing Finance Authority
CMHC:	Community Mental Health Center	PRA:	Project Rental Assistance
DHHS:	Department of Health and Human Services	SE:	Supported Employment
DRF:	Designated Receiving Facility	VA:	Veterans Benefits Administration
ED:	Emergency Department		
FTE:	Full Time Equivalent		
HBSP:	Housing Bridge Subsidy Program		

TRENDS: CMHA Target Population System Wide Key Trends





1a. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Clients

Community Mental Health Center	April 2021	May 2021	June 2021	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	123	120	110	129	133
02 West Central Behavioral Health	45	44	42	55	66
03 Lakes Region Mental Health Center	59	59	58	61	60
04 Riverbend Community Mental Health Center	96	99	99	103	109
05 Monadnock Family Services	43	45	43	45	47
06 Greater Nashua Mental Health*	115	118	116	124	122*
07 Mental Health Center of Greater Manchester	248	241	240	253	274
08 Seacoast Mental Health Center	81	79	80	84	86
09 Community Partners	75	77	77	82	79
10 Center for Life Management	45	45	44	47	47
Total Unique Clients	929	927	909	982	1,024*
Unique Clients Receiving ACT Services 7/1/2020 to 6/30/2021: 1,219					

Revisions to Prior Period: Greater Nashua Mental Health (GNMH) data was rerun due to changes in its EMR.

Data Source: NH Phoenix 2. Notes: Data extracted 07/28/2021; clients are counted only one time regardless of how many services they receive. *GNMH identified data discrepancies during validation, resulting in changes to their EMR surrounding eligibility and how ACT/SE clients are reported; this issue has since been corrected. DHHS will continue to monitor their data.

1b. Community Mental Health Center Services: Assertive Community Treatment Screening and Resultant New ACT Clients

Community Mental Health Center	January – March 2021 Retrospective Analysis			October – December 2020 Retrospective Analysis		
	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening
01 Northern Human Services	1,137	23	3	1,099	25	4
02 West Central Behavioral Health	112	2	1	113	0	0
03 Lakes Region Mental Health Center*	808	4	2	194	2	0
04 Riverbend Community Mental Health Center	1,451	0	0	1,398	0	0
05 Monadnock Family Services	609	3	0	545	2	0
06 Greater Nashua Mental Health**	614	4	1	1,128	2	1
07 Mental Health Center of Greater Manchester	1,687	15	2	1,702	9	3
08 Seacoast Mental Health Center	1,495	25	0	1,381	23	0
09 Community Partners	232	2	2	253	2	0
10 Center for Life Management	1,173	3	1	1,122	8	0
Total ACT Screening	9,318	81	12	8,935	73	8

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients; three CMHCs submit this data through Phoenix. Seven CMHCs self-report. All such screenings, excluding individuals who are already on ACT, are contained in this table.

Notes: Data extracted 08/11/2021. "Unique Clients Screened: Individuals Not Already on ACT" is defined as individuals who were not already on ACT at the time of screening that had a documented ACT screening during the identified reporting period.

"Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT" is defined as screened individuals not already on ACT that resulted in referral for an ACT assessment. "New Clients Receiving ACT Services within 90 days of ACT Screening" are defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services. "Unique Clients Screened: Individuals Not Already on ACT*": In prior quarter, this field was incorrectly calculated and has been updated to accurately reflect quarter counts. All other category counts were accurate.

*Lakes Region Mental Health Center – During monthly validation, additional checks were added to ensure reduction of record discards. Additionally, this CMHC made changes to their reporting for ACT screening/submission process for ACT Screenings, which explains their increase in ACT Screenings when compared to the previous month.

**Greater Nashua Mental Health identified discrepancies in their data during validation, resulting in changes to their EMR surrounding eligibility and how ACT/SE clients are reported; this issue has since been corrected with their EMR Vendor and NH DHHS will continue to monitor their data.

1c. Community Mental Health Center Services: New Assertive Community Treatment Clients

	April – June 2021				January – March 2021			
	April 2021 New ACT Clients	May 2021 New ACT Clients	June 2021 New ACT Clients	Total New ACT Clients	January 2021 New ACT Clients	February 2021 New ACT Clients	March 2021 New ACT Clients	Total New ACT Clients
Community Mental Health Center								
01 Northern Human Services	4	2	2	8	1	4	7	12
02 West Central Behavioral Health	4	3	1	8	3	3	16	22
03 Lakes Region Mental Health Center	2	0	2	4	3	0	3	6
04 Riverbend Community Mental Health Center	1	2	1	4	0	9	4	13
05 Monadnock Family Services	0	2	0	2	1	1	0	2
06 Greater Nashua Mental Health*	2	6	2	10*	1	1	6	8*
07 Mental Health Center of Greater Manchester	2	4	1	7	6	5	6	17
08 Seacoast Mental Health Center	2	0	1	3	3	2	3	8
09 Community Partners	2	4	3	9	0	5	7	12
10 Center for Life Management	0	1	0	1	0	1	1	2
Total New ACT Clients	19	24	13	56	25	42	65	102*

Revisions to Prior Period: Greater Nashua Mental Health data was rerun for January – March 2021, due to changes in their EMR. Data Source: NH Phoenix 2.

Notes: Data extracted 08/11/2021; New ACT Clients are defined as individuals who were not already on ACT within 90 days prior who then began receiving ACT services. This information is not limited to the individuals that received an ACT screening within the previous 90-day period, and may include individuals transitioning from a higher or lower level of care into ACT.

*Greater Nashua Mental Health identified discrepancies in their data during validation, resulting in changes to their EMR surrounding eligibility and how ACT/SE clients are reported; this issue has since been corrected with their EMR Vendor. The changes also resulted in corrected prior-quarter counts.

1d. Community Mental Health Center Services: Assertive Community Treatment Waiting List

As of 06/30/2021						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
6	1	4	1	0	0	0
As of 03/31/2021						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
4	3	1	0	0	0	0

Revisions to Prior Period: None.

Data Source: BMHS Report.

Notes: Data compiled 9/21/2021. All individuals waiting are at MHCGM; 5 have increased services being provided by the existing treatment team until assigned to an ACT team, the other was identified in July as no longer in need of ACT services and was removed from the waitlist. The individual waiting 61-90 days was admitted to ACT on July 7.

1e. Community Mental Health Center Services: Assertive Community Treatment – New Hampshire Hospital Admission and Discharge Data Relative to ACT

	April – June 2021						January – March 2021					
	On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge		On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Community Mental Health Center												
01 Northern Human Services	7	16	7	9	4	3	4	7	2	5	2	0
02 West Central Behavioral Health	3	4	1	3	0	1	3	4	1	3	1	0
03 Lakes Region Mental Health Center	4	7	2	5	1	1	2	3	0	3	0	0
04 Riverbend Community Mental Health Center	5	14	3	11	2	1	4	10	3	7	2	1
05 Monadnock Family Services	4	13	3	10	1	2	2	8	1	7	0	1
06 Greater Nashua Mental Health	13	21	5	16	4	1	3	7	5	2	1	4
07 Mental Health Center of Greater Manchester	8	15	3	12	2	1	7	10	6	4	3	3
08 Seacoast Mental Health Center	6	21	3	18	0	3	7	6	1	5	1	0
09 Community Partners	3	14	4	10	3	1	5	10	2	8	1	1
10 Center for Life Management	1	1	0	1	0	0	0	6	0	6	0	0
Total	54	126	31	95	17	14	37	71	21	50	11	10

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 08/02/2021.

1f. Community Mental Health Center Services: Assertive Community Treatment – Reasons Not Accepted to ACT at New Hampshire Hospital Discharge Referral

Reason Not Accepted at Discharge	April - June 2021	January - March 2021
Not Available in Individual's Town of Residence	0	1
Individual Declined	0	0
Individual's Insurance Does Not Cover ACT Services	1	0
Individual's Clinical Need Does Not Meet ACT Criteria	2	5
Individual Placed on ACT Waitlist	0	0
Individual Awaiting CMHC Determination for ACT	11	4
Total Unique Clients	14	10

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 08/02/2021. None of the 11 individuals, who were awaiting CMHC determination at discharge from NHH, were still waiting for determination or were waiting on the ACT Waitlist by the last day of the month of their discharge – indicating the ACT determination and resolution had occurred.

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

Community Mental Health Center	June 2021						March 2021	
	Nurse	Masters Level Clinician/or Equivalent	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
01 Northern Human Services - Wolfeboro	1.00	0.00	0.00	0.00	7.00	0.27	6.81	0.27
01 Northern Human Services - Berlin	0.34	0.31	1.00	0.00	5.43	0.14	3.94	0.14
01 Northern Human Services - Littleton	0.20	0.10	1.00	0.00	3.44	0.29	3.28	0.29
02 West Central Behavioral Health	0.90	1.00	0.00	1.00	5.60	0.30	5.40	0.30
03 Lakes Region Mental Health Center	1.00	2.00	0.00	1.00	6.00	0.40	5.00	0.40
04 Riverbend Community Mental Health Center	0.50	1.00	6.90	1.00	10.50	0.50	10.40	0.50
05 Monadnock Family Services	1.06	0.98	0.00	1.06	7.70	0.61	11.17	0.66
06 Greater Nashua Mental Health 1	1.00	0.50	4.00	1.00	8.00	0.15	7.65	0.15
06 Greater Nashua Mental Health 2	1.00	0.50	4.00	1.00	8.00	0.15	8.65	0.15
07 Mental Health Center of Greater Manchester-CTT	1.33	9.31	2.00	1.33	20.28	1.17	19.95	1.17
07 Mental Health Center of Greater Manchester-MCST	1.33	7.98	2.00	1.33	19.86	1.17	19.95	1.17
08 Seacoast Mental Health Center	1.00	1.10	5.00	1.00	10.10	0.60	10.10	0.60
09 Community Partners	0.50	1.00	5.40	0.88	9.78	0.70	7.28	0.70
10 Center for Life Management	1.00	0.00	3.28	1.00	8.28	0.46	6.71	0.46
Total	12.16	25.78	34.58	11.60	129.97	6.91	126.29	6.96

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	June 2021	March 2021	June 2021	March 2021	June 2021	March 2021
01 Northern Human Services - Wolfeboro	1.21	1.27	6.00	5.81	0.00	0.00
01 Northern Human Services - Berlin	0.74	0.74	3.29	3.29	0.49	0.00
01 Northern Human Services - Littleton	1.39	1.43	3.14	2.14	0.00	1.00
02 West Central Behavioral Health	0.30	0.20	3.00	4.00	0.40	0.60
03 Lakes Region Mental Health Center	1.00	1.00	5.00	5.00	1.00	2.00
04 Riverbend Community Mental Health Center	0.50	0.50	9.50	9.40	0.50	0.50
05 Monadnock Family Services	0.67	1.69	3.13	4.56	0.00	0.95
06 Greater Nashua Mental Health 1	5.50	6.15	6.00	5.50	1.00	1.50
06 Greater Nashua Mental Health 2	6.65	5.15	7.00	6.50	1.00	0.50
07 Mental Health Center of Greater Manchester-CCT	14.47	14.47	14.29	13.96	2.66	2.66
07 Mental Health Center of Greater Manchester-MCST	6.49	6.49	13.87	15.29	2.66	1.33
08 Seacoast Mental Health Center	2.00	2.00	5.00	5.00	1.00	1.00
09 Community Partners	1.20	1.20	6.00	4.50	2.00	1.00
10 Center for Life Management	2.71	2.14	6.99	5.42	0.29	0.29
Total	44.83	44.43	92.21	90.37	13.00	13.33

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report.

Notes: Data compiled 07/28/2021. For 2b: the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, but rather the quantity of staff available to provide each service. If staff are trained to provide multiple service types, their entire FTE value is credited to each service type.

3a. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12-Month Period

Community Mental Health Center	12 Month Period Ending June 2021			Penetration Rate for Period Ending March 2021
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	156	1,316	11.9%	12.0%
02 West Central Behavioral Health	94	546	17.2%	18.6%
03 Lakes Region Mental Health Center	628	1,645	38.2%	39.0%
04 Riverbend Community Mental Health Center	262	1,936	13.5%	13.6%
05 Monadnock Family Services	54	1,145	4.7%	4.2%
06 Greater Nashua Mental Health	349	2,432	14.4%	11.3%
07 Mental Health Center of Greater Manchester	1,382	3,672	37.6%	40.6%
08 Seacoast Mental Health Center	1,003	2,212	45.3%	39.5%
09 Community Partners	106	789	13.4%	13.0%
10 Center for Life Management	278	1,561	17.8%	15.7%
Total Unique Clients	4,297	17,017	25.3%	24.2%

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 07/28/2021

3b. Community Mental Health Center Clients: Adult Employment Status – Total

Reported Employment Status Begin Date: 04/01/2021 End Date: 06/30/2021 Employment Status Update Overdue Threshold: 105 days	Northern Human Services	West Central Behavioral Health*	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January - March 2021
Updated Employment Status:												
Full time employed now or in past 90 days	62	27	156	129	73	169	317	216	47	169	1,365	1,247
Part time employed now or in past 90 days	122	44	442	296	130	283	324	245	64	209	2,159	2,134
Unemployed	195	85	35	79	154	889	946	122	231	641	3,377	3,447
Not in the Workforce	570	172	526	1071	509	365	659	983	140	173	5,168	5,021
Status is not known	4	73	34	22	7	99	9	2	9	73	332	379
Total of Eligible Adult CMHC Clients	953	401	1,193	1,597	873	1,805	2,255	1,568	491	1,265	12,401	12,228
Previous Quarter: Total of Eligible Adult CMHC Clients	955	389	1,159	1,571	890	1,781	2,259	1,507	520	1,197		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	6.5%	6.7%	13.1%	8.1%	8.4%	9.4%	14.1%	13.8%	9.6%	13.4%	11.0%	10.2%
Part time employed now or in past 90 days	12.8%	11.0%	37.0%	18.5%	14.9%	15.7%	14.4%	15.6%	13.0%	16.5%	17.4%	17.5%
Unemployed	20.5%	21.2%	2.9%	4.9%	17.6%	49.3%	42.0%	7.8%	47.0%	50.7%	27.2%	28.2%
Not in the Workforce	59.8%	42.9%	44.1%	67.1%	58.3%	20.2%	29.2%	62.7%	28.5%	13.7%	41.7%	41.1%
Status is not known	0.4%	18.2%	2.8%	1.4%	0.8%	5.5%	0.4%	0.1%	1.8%	5.8%	2.7%	3.1%
Percentage by Timeliness of Employment Status Screening:												
Update is Current	69.8%	31.4%	87.3%	85.8%	65.1%	91.7%	89.7%	93.8%	70.3%	99.9%	84.9%	82.2%
Update is Overdue	30.2%	68.6%	12.7%	14.2%	34.9%	8.3%	10.3%	6.2%	29.7%	0.1%	15.1%	17.8%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	67.3%	0.0%	88.2%	88.4%	71.8%	76.1%	89.5%	92.7%	74.4%	100.0%		
Update is Overdue	32.7%	100.0%	11.8%	11.6%	28.2%	23.9%	10.5%	7.3%	25.6%	0.0%		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 07/28/2021

3c. Community Mental Health Center Clients: Adult Employment Status – Recent Users of Supportive Employment Services (At Least One Billable Service in Each of Month of the Quarter)

Supported Employment Cohort	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage January - March 2021
Reported Employment Status												
Begin Date: 04/01/2021												
End Date: 06/30/2021												
Updated Employment Status:												
Full time employed now or in past 90 days	0	1	0	3	0	6	7	0	2	7	26	30
Part time employed now or in past 90 days	6	5	1	38	2	26	36	13	2	22	151	162
Unemployed	7	5	0	17	0	39	29	8	8	21	134	143
Not in the Workforce	6	3	0	9	0	10	8	30	1	6	73	78
Status is not known	0	1	0	0	0	9	0	0	0	0	10	6
Total of Supported Employment Cohort	19	15	1	67	2	90	80	51	13	56	394	419
Previous Quarter: Total of Supported Employment Cohort	24	14	19	54	10	83	93	46	17	59		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	0.0%	6.7%	0.0%	4.5%	0.0%	6.7%	8.8%	0.0%	15.4%	12.5%	6.6%	7.2%
Part time employed now or in past 90 days	31.6%	33.3%	100.0%	56.7%	100.0%	28.9%	45.0%	25.5%	15.4%	39.3%	38.3%	38.7%
Unemployed	36.8%	33.3%	0.0%	25.4%	0.0%	43.3%	36.3%	15.7%	61.5%	37.5%	34.0%	34.1%
Not in the Workforce	31.6%	20.0%	0.0%	13.4%	0.0%	11.1%	10.0%	58.8%	7.7%	10.7%	18.5%	18.6%
Status is not known	0.0%	6.7%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	2.5%	1.4%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 07/28/2021. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to employment status most recently updated within the past 105 days. Update is Overdue refers to employment status most recently updated in excess of 105 days. Actual client employment status may have changed since last updated by CMHC in Phoenix. Employed refers to clients employed in a competitive job that has these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have this job regardless of disability status, job is not set aside for people with disabilities, and wages (including benefits) are not less than for the same work performed by people who do not have a mental illness. Full time employment is 20 hours and above; part time is anything 19 hours and below. Unemployed refers to clients not employed but are seeking or interested in employment. Not in the Workforce are clients who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, and includes clients who are in a sheltered/non-competitive employment workshop, are otherwise not in the labor force, and those not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of "unknown," without a status reported, or with an erroneous status code in Phoenix.

3d. Community Mental Health Center Services: Supported Employment Waiting List

As of 06/30/2021						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+ days
68	12	6	6	25	7	12
As of 03/31/2021						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
49	29	6	9	1	2	2

Data Source: BMHS Report.

Notes: Data compiled 09/21/2021. 55 individuals waiting are at LRMHC; SE staffing shortages remain a challenge. BMHS is continuing to work with LRMHC on these challenges. Referrals to Vocational Rehabilitation continue to be encouraged and provided where appropriate.

4a. New Hampshire Hospital: Adult Census Summary

Measure	April – June 2021	January – March 2021
Admissions	286	165
Mean Daily Census	180	173
Discharges	266	173
Median Length of Stay in Days for Discharges	19	35
Deaths	0	2

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: 08/11/2021; Mean Daily Census includes patients on leave and is rounded to nearest whole number.

4b. New Hampshire Hospital: Summary Discharge Location for Adults

Discharge Location	April - June 2021	January - March 2021
CMHC Group Home	3	5
Discharge/Transfer to IP Rehab Facility	20	15
Glenclyff Home for the Elderly	1	2
Home - Lives Alone	70	43
Home - Lives with Others	92	64
Homeless Shelter/ No Permanent Home	4	4
Hotel-Motel	6	5
Jail or Correctional Facility	5	4
Nursing Home	21	3
Other	10	11
Peer Support Housing	0	0
Private Group Home	2	4
Secure Psychiatric Unit - SPU	0	0
Unknown	32	13

4c. New Hampshire Hospital: Summary Readmission Rates for Adults

Measure	April – June 2021	January – March 2021
30 Days	6.6% (19)	3.0% (5)
90 Days	11.9% (34)	8.5% (14)
180 Days	16.8% (48)	13.3% (22)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 07/28/2021; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times – once for each readmission; the number in parentheses is the number of readmissions.

5a. Designated Receiving Facilities: Admissions for Adults

Designated Receiving Facility	April – June 2021		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	34	43	77
Cypress Center	42	124	166
Portsmouth	64	252	316
Elliot Geriatric Psychiatric Unit	8	36	44
Elliot Pathways	65	86	151
Parkland Regional Hospital	40	116	156
Total	253	657	910
Designated Receiving Facility	January – March 2021		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	44	32	76
Cypress Center	37	119	156
Portsmouth	93	231	324
Elliot Geriatric Psychiatric Unit	5	29	34
Elliot Pathways	86	70	156
Parkland Regional Hospital	55	147	202
Total	320	628	948

Revisions to Prior Period: None.

5b. Designated Receiving Facilities: Mean Daily Census for Adults

Designated Receiving Facility	April – June 2021	January – March 2021
Franklin	7.5	7.7
Cypress Center	13.0	13.7
Portsmouth	27.9	30.3
Elliot Geriatric Psychiatric Unit	18.4	18.6
Elliot Pathways	13.0	14.1
Parkland Regional Hospital	12.2	15.5
Total	91.9	99.9

Revisions to Prior Period: None.

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	April – June 2021	January – March 2021
Franklin	77	76
Manchester (Cypress Center)	163	152
Portsmouth	311	323
Elliot Geriatric Psychiatric Unit	44	28
Elliot Pathways	150	155
Parkland Regional Hospital	149	192
Total	894	926

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

Designated Receiving Facility	April – June 2021	January – March 2021
Franklin	7	8
Manchester (Cypress Center)	6	6
Portsmouth	7	6
Elliot Geriatric Psychiatric Unit	29	27
Elliot Pathways	7	7
Parkland Regional Hospital	5	5
Total	7	6

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	April – June 2021						
	Assisted Living / Group Home	Deceased	DRF*	Home **	Other Hospital	NH Hospital	Other
Franklin	2	0	1	64	0	1	9
Manchester (Cypress Center)	0	0	2	147	0	0	14
Portsmouth Regional Hospital	0	0	0	264	4	5	38
Elliot Geriatric Psychiatric Unit	24	4	6	6	4	0	0
Elliot Pathways	1	0	1	129	1	0	18
Parkland Regional Hospital	1	0	0	134	1	0	13
Total	28	4	10	744	10	6	92
Designated Receiving Facility	January – March 2021						
	Assisted Living / Group Home	Deceased	DRF*	Home **	Other Hospital	NH Hospital	Other
Franklin	0	0	0	70	0	1	5
Manchester (Cypress Center)	0	0	6	140	0	0	6
Portsmouth Regional Hospital	2	0	0	274	0	6	41
Elliot Geriatric Psychiatric Unit	9	4	3	5	0	0	7
Elliot Pathways	3	0	0	131	0	0	21
Parkland Regional Hospital	0	0	1	176	0	1	14
Total	14	4	10	796	0	8	94

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF. **Home includes individuals living with family, living alone, and living with others (non-family).

Revisions to Prior Period: None.

Data Source: NH DRF Database.

Notes: Data compiled 07/28/2021

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	April – June 2021		
	30 Days	90 Days	180 Days
Franklin	2.6% (2)	7.8% (6)	9.1% (7)
Manchester (Cypress Center)	9.6% (16)	11.4% (19)	12.7% (21)
Portsmouth	7.6% (24)	14.9% (47)	18.4% (58)
Elliot Geriatric Psychiatric Unit	6.8% (3)	9.1% (4)	13.6% (6)
Elliot Pathways	6.6% (10)	9.9% (15)	11.9% (18)
Parkland Regional Hospital	3.2% (5)	6.4% (10)	8.3% (13)
Total	6.6% (60)	11.1% (101)	13.5% (123)
Designated Receiving Facility	January – March 2021		
	30 Days	90 Days	180 Days
Franklin	6.6% (5)	6.6% (5)	7.9% (6)
Manchester (Cypress Center)	5.8% (9)	7.7% (12)	10.9% (17)
Portsmouth	8% (26)	13.2% (43)	18.5% (60)
Elliot Geriatric Psychiatric Unit	2.9% (1)	5.9% (2)	5.9% (2)
Elliot Pathways	5.1% (8)	10.9% (17)	13.5% (21)
Parkland Regional Hospital	5.9% (12)	7.4% (15)	8.4% (17)
Total	6.4% (61)	9.9% (94)	13.0% (123)

Revisions to Prior Period: None.

Data Source: NH DRF Database.

Notes: Data compiled 07/28/2021.

6. Glenclyff Home: Census Summary

Measure	April – June 2021	January – March 2021
Admissions	4	3 (including 1 readmission)
Average Daily Census	104	111
Discharges	14 (12 to Nursing Facilities and 2 to Independent Apartments)	1
Individual Lengths of Stay in Days for Discharges	1519, 3307, 987, 938, 2830, 1061, 6367, 2349, 1193, 939, 861, 833, 795, 453	802
Deaths	4	4
Readmissions	0	1
Mean Overall Admission Waitlist	38	41

Revisions to Prior Period: None.

Data Source: Glenclyff Home.

Notes: Data Compiled 09/16/2021; Mean rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

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6b. Glencliff Home: In-reach Services Performance Outcomes and Measures

Outcomes and Measures:	April – June 2021		January – March 2021	
	Residents	Activities	Residents	Activities
<i>Residents have better awareness of community-based living benefits as evidenced by:</i>				
Residents that attended service array and supports group presentations	0*	0*	0*	0*
Residents that met with In-Reach Liaison regarding resident-specific needs, service array and supports	21	35	15	29
<i>Residents are better prepared to return to community-based living as evidenced by:</i>				
Residents that participated in shared-learning regarding integrated community-based living values	0*	0*	0*	0*
Residents that met with In-Reach Liaison and others regarding community-based living and strategies	23	37	12	16
<i>Community stakeholders and providers are better prepared to participate and collaborate in transition planning activities and to provide needed community-based services to residents seeking to return to community-based living as evidenced by:</i>				
Participated in resident-specific transition discussions with In-Reach Liaison**	28	76	11	21
Participated in meetings with resident, In-Reach Liaison, and others regarding opportunities for community-based living	14	28	9	28

Revisions to Prior Period: None.

Data Source: BMHS.

Notes: Data Compiled 09/01/2021. Counts of residents are unduplicated per each measure; a resident may be involved in more than one activity during the reporting period. Counts of activities are unduplicated. *Indicates measures that involve activities temporarily suspended due to COVID-19 protocols at Glencliff Home. **The In-Reach Liaison also meets monthly with all CMHCs regarding housing needs. In-Reach activities have involved working with 10 of the 10 CMHCs on resident-specific cases.

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7. NH Mental Health Client Peer Support Agencies: Census Summary

Peer Support Agency	April – June 2021		January – March 2021*	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	624	28	622	25
Conway	271	9	271	5
Berlin	145	5	143	6
Littleton	90	6	90	6
Colebrook	118	8	118	8
Stepping Stone Total	377	7	368	6
Claremont	249	5	249	5
Lebanon	128	2	119	1
Cornerbridge Total	242	9	142	10
Laconia	142	5	53	5
Concord	84	4	74	5
Plymouth Outreach	16	0	15	0
MAPSA Keene Total	349	12	340	19
HEARTS Nashua Total	421	24	391	36
On the Road to Recovery Total	181	12	165	12
Manchester	104	6	93	5
Derry	77	6	72	7
Connections Portsmouth Total	118	8	108	7
TriCity Coop Rochester Total	242	13	282	7
Total	2,554	113	2,418	122

Revisions to Prior Period: *Several prior period data points were incorrect, due to human error, and are corrected.

Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports.

Notes: Data Compiled 09/07/2021. Average Daily Visits are not applicable for Outreach Programs.

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8. Supported Housing Outcomes: Quarter-to-Quarter Summary

Measure	April - June 2021			Jan.-March 2021
All Housing Subsidies Targeted for CMHA Population	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
1. Total Supported Housing Subsidy Funding (1.a. + 1.b.)		857	6	851
a. Percentage from Housing Bridge (2.a to 2.c.)	365	42.6%	(5.6%)	48.2%
b. Percentage from Other Subsidies (3.a. to 3.f.)	492	57.4%	5.6%	51.8%
Housing Bridge Program	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
2. Total Housing Bridge Program Participants at Quarter's End (2.a. to 2.c.)		365	(45)	410
a. Percentage Housed in Bridge Unit at Quarter's End (Active Status)	271	74.3%	NA	NA
b. Percentage Seeking Bridge Unit Lease at Quarter's End (Active Status)	50	13.7%	NA	NA
c. Percentage Not Actively Seeking Bridge Unit Lease at Quarter's End (Active Status)	44	12.0%	NA	NA
d. Percentage of Participants Linked to Mental Health Care Provider Services (based on 2.a. to 2.c.)	326 out of 365	89.3%	(2.2%)	91.5%
Subsidized Housing Through Other Voucher Programs	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
3. Total Housed Through Other Voucher Program at Quarter's End (3.a. to 3.f.)		492	62	430
a. Percentage Housed Through Section 8 Subsidy – Transitioned From Housing Bridge	266	54.1%	(.1%)	54.2%
b. Percentage Housed Through Section 8 Subsidy – Not Previously Receiving Housing Bridge	0	0.0%	0.00%	0%
c. Percentage Housed Through 811 – PRA Subsidy	129	26.2%	(1.9%)	28.1%
d. Percentage Housed Through 811 – Mainstream Subsidy	74	15.0%	(2.2%)	17.2%
e. Percentage Housed Through Integrative Housing Program	18	3.7%	NA	NA
f. Percentage Housed Through Other Permanent Housing Voucher (e.g., HUD, Local Public Housing, Veterans Administration)	5	1.0%	(.5%)	.5%

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Providers.

Notes: Data Compiled 8/17/21. Line 2.d. "Participants Linked" are Housing Bridge clients who received one or more mental health services within the previous 3 months, documented as a service or claim data found in Phoenix or the Medicaid Management Information System. Line 3.a. count is cumulative, increasing over time since inception within the CMHA Quarterly Data Report; it reflects participants who transitioned to permanent housing that is no longer funded by a Housing Bridge Subsidy. Line 3.b. is a count of CMHC clients who received a Section 8 Voucher during the reporting period but were not previously receiving a Housing Bridge Subsidy. Lines 3.c. and 3.d. counts are CMHC clients who received a PRA or Mainstream 811 funded unit with or without previously receiving a Housing Bridge Subsidy. Line 3.e. counts are criminal justice involved CMHC clients who received an Integrative Housing Subsidy from DHHS (a Bridge-like subsidy for individuals with an inability to currently qualify for a Section 8 Voucher but are anticipated to be able to qualify after 5 or less years). Line 3.f. counts are CMHC clients who received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge Subsidy.

9. Housing Bridge Program Outcomes: Quarter-to-Quarter Summary

Measure	April - June 2021			Jan.-March 2021
1. Access to Program Services Statewide: Percentage of Total Active Cases by Referral Source	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
a. Unduplicated Cases		365	NA	NA
i. Community Mental Health Centers	356	97.5%	NA	NA
ii. New Hampshire Hospital	8	2.2%	NA	NA
iii. NFI North	1	0.3%	NA	NA
2. Access to Supported Housing: Housing Bridge Program Waitlist	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
a. Unduplicated Individuals on Waitlist at Quarter's End (Point-in-Time Count, 2.b.i. to 2.b.iii.)		21	(20)	41
i. Percentage Waiting 0-60 Days	20	95.2%	(31.8%)	26
ii. Percentage Waiting 61-180 Days	1	4.8%	(2.5%)	3
iii. Percentage Waiting 181+ Days	0	0.00%	(29.3%)	12
3. Access to Scattered Site Housing: Percentage of Units Co-located at Same Address by Frequency	Quarterly Count	Quarter's Total	Quarterly Change	Prior Quarter's Total
a. 1 unit at same address	206	76.0%	(.5%)	76.5%
b. 2 units at same address	15	11.1%	(3.3%)	14.4%
c. 3 units at same address	6	6.7%	2.8%	3.9%
d. 4 units at same address	0	0.0%	(1.3%)	1.3%
e. 5 units at same address	1	1.8%	.2%	1.6%
f. 6 units at same address	2	4.4%	4.4%	0.0%
g. 7 units at same address	0	0.0%	(2.3%)	2.3%
h. 8 or more	0	0.0%	0.0%	0.0%

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Providers.

Notes: Data Compiled 8/17/21. Lines 3.a.-3.h counts represent the number of times, during the quarter, at the applicable co-location of units (e.g., 3.b. count of 15 indicates 30 actual units); property address may include multiple buildings, such as apartment complexes.

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10. Housing Bridge Program Activity

Activity Type	April - June 2021	January – March 2021
1. Application Process and Average Elapsed Time in Days	Quarterly Count / Days	Prior Quarterly Count / Days
a. Applications Received During Period	36	41
i. Point of Contact for Applications Received	29 CMHCs; 4 NHH; 3 NFI	38 CMHCs, 2 NHH, 1 NFI
b. Applications Approved	36	41
i. Completed Application to Determination (in Days)	1	1
c. Applications Denied	0	0
i. Denial Reasons	NA	NA
d. From Approval to Funding Availability (in Days)	91	61
2. Lease Up Process and Average Elapsed Time in Days	Quarterly Count / Days	Prior Quarterly Count / Days
a. Initial Lease Secured	12	1
i. From Funding Availability to Initial Lease (in Days)	3	1
b. Other Leases Secured in Quarter (Excludes Initial)	13	7
3. Removals from Waitlist [Prior to Active Status]	Quarterly Count	Prior Quarterly Count
a. Individuals Placed in Funded Status [Moved to Active]	46	25
b. Individuals Administratively Removed (3.b.i. to 3.b.x.)	0	12
Reasons for Removal		
i. Moved to different state	0	0
ii. Moved in with family	0	0
iii. Received PRA811 voucher	0	0
iv. Received Mainstream 811 voucher	0	0
v. Received other permanent housing voucher	0	0
vi. Required higher level of care	0	3
vii. Required DOC interventions, not ready for HBSP	0	3
viii. Moved into a sober living facility	0	2
ix. Owns own home (no longer eligible)	0	1
x. Unable to locate or contact	0	3
c. Total Individuals Removed from Waitlist (3.a. + 3.b.)	0	37
4. Exits and Terminations [After Active Status]	Quarterly Count	Prior Quarterly Count
a. Client Related Exits (4.a.i. to 4.a.ix.)	70	33
Reasons for Exit:		
i. Permanent Voucher Received	33	24
ii. Deceased	2	1
iii. Over Income	4	0
iv. Moved Out of State	0	0
v. Declined Subsidy at Recertification	11	5
vi. Higher Level of Care Accessed	11	0
vii. Other Subsidy Provided	4	0
viii. Moved in with family	1	3
ix. Became incarcerated	2	0
x. Transferred to Integrative Housing Voucher Program	2	0
b. DHHS Initiated Terminations	0	0
Reason for Termination:	NA	NA
c. Total Program Exits and Terminations (4.a. + 4.b.)	70	33

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 8/17/21. Average elapsed time reflects only those applications with the applicable activity occurring during the quarter. Lines 4.a. and 4.a.i. through 4.a.ix. includes individuals who were receiving an HBSP subsidy or who had HBSP funding approved and were seeking a unit prior to exiting the program. Includes all declinations, including declining to initiate voucher and unable to contact.

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11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	April 2021	May 2021	June 2021	Apr. – Jun. 2021	Jan. – Mar. 2021
Unique People Served in Month	166	190	191	450	429
Services Provided by Type					
Case Management	0	0	0	0	0
Crisis Apartment Service	28	35	60	123	132
Crisis Intervention Services	0	0	0	0	0
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments	14	22	21	57	10
Office-Based Urgent Assessments	37	58	46	141	167
Other	0	0	0	0	0
Peer Support	98	113	138	349	268
Phone Support/Triage	274	276	276	826	963
Psychotherapy	3	0	1	4	0
Referral Source					
CMHC Internal	14	17	20	51	7
Emergency Department	9	9	14	32	19
Family	25	37	37	99	29
Friend	1	3	3	7	4
Guardian*	0	0	0	0	0
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	53	46	70	169	59
Other	31	34	20	85	14
Police	8	7	10	25	2
Primary Care Provider	7	10	8	25	9
Self	294	314	350	958	423
School	5	17	8	30	9
Crisis Apartment*					
Apartment Admissions	4	1	10	15	18
Apartment Bed Days	60	41	68	169	78
Apartment Average Length of Stay	2.0	4.6	6.8	11.3	4.3
Law Enforcement Involvement	8	7	10	25	2
Hospital Diversions Total	85	107	120	312	248

Revisions to Prior Period: None.

Notes: Data Compiled 08/11/2021. Reported values, other than Unique People Served in Month, are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc.

In January 2021, the provider began transitioning its mobile crisis data reporting from manual to Phoenix. An “” indicates areas of active data quality improvement being monitored by DHHS. Counts are anticipated to normalize by next quarter.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	April 2021	May 2021	June 2021	Apr. – Jun. 2021	Jan. – Mar. 2021
Unique People Served in Month	313	304	333	733	712
Services Provided by Type					
Case Management	41	30	33	104	134
Crisis Apartment Service	2	4	8	14	0
Crisis Intervention Service	313	306	189	808	748
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	6	2	1	9	19
Mobile Community Assessments	96	81	105	282	307
Office-Based Urgent Assessments	12	15	10	37	28
Other*	254	245	322	821	809
Peer Support	5	4	16	25	40
Phone Support/Triage	697	599	606	1,902	2,041
Psychotherapy	1	7	2	10	6
Referral Source					
CMHC Internal	3	3	9	15	9
Emergency Department	0	0	0	0	0
Family	50	41	47	138	168
Friend	3	1	5	9	24
Guardian	14	18	13	45	53
MCT Hospitalization	8	5	12	25	32
Mental Health Provider	8	12	20	40	50
Other	16	25	22	63	74
Police	69	51	86	206	214
Primary Care Provider	14	9	14	37	41
Self	172	166	164	502	460
School	12	19	11	42	19
Crisis Apartment**					
Apartment Admissions	1	2	4	7	0
Apartment Bed Days	8	14	12	34	0
Apartment Average Length of Stay	8.0	7.0	3.0	4.9	0.0
Law Enforcement Involvement	69	51	86	206	214
Hospital Diversion Total	362	344	388	1,094	1,120

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Notes: Data Compiled 08/11/2021. Reported values, other than Unduplicated People Served in Month, are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc.

*"Other" Services represent an MHCGM closing code and indicates people coming out of the MCRT. **The crisis apartments re-opened April 19, 2021.

11c. Mobile Crisis Services and Supports for Adults: Greater Nashua Mental Health*

Measure	April 2021*	May 2021*	June 2021	Apr. – Jun. 2021	Jan. – Mar. 2021
Unique People Served in Month	72	83	88	195	NA
Services Provided by Type					
Case Management	17	22	38	77	NA
Crisis Apartment Service	NA	NA			NA
Crisis Intervention Service	NA	NA			NA
ED Based Assessment	NA	NA			NA
Medication Appointments or Emergency Medication Appointments	NA	NA			NA
Mobile Community Assessments	23	31	36	90	NA
Office-Based Urgent Assessments	NA	NA			NA
Other	58	47	37	142	NA
Peer Support	44	66	85	195	NA
Phone Support/Triage	291	320	336	947	NA
Psychotherapy	NA	NA			NA
Referral Source					
CMHC Internal	1	2	1	4	NA
Emergency Department	1	-	1	1	NA
Family	4	3	6	13	NA
Friend	NA	NA			NA
Guardian	NA	NA			NA
MCT Hospitalization	NA	NA			NA
Mental Health Provider	1	1	3	5	NA
Other	4	12	11	27	NA
Police	1	4	6	11	NA
Primary Care Provider	NA	1	-	1	NA
Self	6	3	5	14	NA
School	4	5	3	12	NA
Crisis Apartment					
Apartment Admissions	NA	NA			NA
Apartment Bed Days	NA	NA			NA
Apartment Average Length of Stay	NA	NA			NA
Law Enforcement Involvement	1	4	6	11	NA
Hospital Diversion Total	23	29	27	79	NA

Revisions to Prior Period: None.

Data Source: Greater Nashua Mental Health submitted data.

Notes: Reported values other than the Unique People Served in Month value are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc. *Greater Nashua Mental Health became the provider November 1, 2020; data reporting for services has not yet been fully implemented, although services are being provided. The counts provided for the months of April, May, and June 2021 are manually reported, however reporting and data validation through the Phoenix 2 System will begin with July 1, 2021 data.